

TCPN# FY04-11 BOA Dispute Process

Note: Level 3 APCs - IT IS YOUR RESPONSIBILITY TO GIVE THIS NOTICE WIDEST DISSEMINATION TO GTCC PROGRAM PARTICIPANTS IN YOUR HIERARCHY.

Bank of America (BOA) sent the following message in an email...in reference to the Dispute Process for Govt Travel Charge Cardholders. This will assist with the management of the government charge cards program, please provide to all level APC's and cardholders so they may be aware of this process.

In an effort to provide higher standards to our Government accountholders, we would like your assistance in sharing the following information and instructions on how to successfully resolve disputes pursuant to travel and purchase related transactions.

When an accountholder needs to dispute a charge, the following steps should be taken in order to resolve the dispute in the most expeditious way possible. Cardholders should be reminded that the timeframe for filing a dispute ends after 60 days from the statement date on which the disputed transaction posted.

1. **Contact merchant directly** to advise of the error and to attempt to resolve directly with merchant. If the cardholder is not able to resolve the dispute with the merchant directly, the cardholder should move to Step 2.
2. **Complete a dispute form**, which can be found at the following URL:
<http://www.gcsuthd.bankofamerica.com/forms/gsaforms/dispute.asp>
 - **Return the form to Bank of America.** Fax the dispute form to 1.888.678.6046. This must occur within 60 days of the first statement reflecting the charge in question.
 - **Provide Bank of America with pertinent information and documentation** when the dispute is initiated. Examples of these disputes and required documentation are listed below.

Hotels

- **Reservation Cancelled** – The accountholder should have a cancellation number and date of cancellation. If a cancellation number was not given, the date and contact at the hotel that authorized the cancellation also can be accepted as well as a copy of a phone record showing where hotel was contacted to cancel reservation. Be sure to include if the reservation was a guaranteed and if you made aware of the cancellation policy at the time the cancellation was made.
- **Duplicate Transaction** – Dispute form with a copy of invoice received at checkout. Were other individuals traveling with you? If so, have you checked with your APC to ensure those individuals have been billed? If not, the APC will need to complete a centrally billed dispute form to request the item(s) be transferred to the appropriate account(s). The CBA dispute form can be found at the following URL:
http://www.gcsuthd.bankofamerica.com/forms/gsaforms/cba_dispute.asp
- **Overcharged** – Dispute form with copy of invoice or receipt received at the time of checkout.

Airlines

- **Cancelled Travel and Credit Not Received** – Dispute form with a copy of a credit slip or letter from the airline or travel agency (on their letterhead) advising that credit will be issued to the account. The following information also must be included: cardholder's name, account number, dollar amount to be credited and ticket number.

Car Rental Agency

- **Overcharged** – Dispute form with copy of invoice received when car was returned.
- **Damages** – Contact Visa directly at 1.800.847.2911 to file a claim. This must be done within 20 days of the damages/billing.

Merchandise Not Received

- Dispute form with the date of expected delivery.
- All Merchants
- **Credit Not Received** -Dispute form with a copy of a credit slip or letter from the merchant advising that credit was to be issued to the account.
- **Duplicate Transaction** – Dispute form with a copy of invoice received at checkout and validation that the cardholder participated in only 1 transaction.
- **Overcharged** – Dispute form with copy of invoice or receipt received at the time of transaction.

Please send any questions/comments to travel_card@navsup.navy.mil.

Helpdesk

Government Travel Charge Card (GTCC)

DON eBusiness Operations Office

Card Management

5450 Carlisle Pike; P.O. Box 2050

Mechanicsburg, PA 17055

Fax: (717) 605-9362

www.don-ebusiness@navsup.navy.mil